

Countywide Community Forums

Round #5

Public Trust:
Customer Service and Public Engagement

OPINIONNAIRE® SURVEY

Answer Column

Dear *Citizen Councilor* of King County,

Thank you for sharing your opinions! By answering this anonymous survey you communicate your specific opinions to the top elected officials of King County, your fellow *Citizen Councilors*, and the general public.

There are three kinds of questions.

The **Demographic Questions** ask general questions about you. These questions help us better understand how different categories of participants feel about different issues.

The **Topic Questions** are next. They make up most of this survey.

The **Process Questions** are last. Your answers to these questions will help select the topic for future rounds of *Countywide Community Forums*, and help us improve the process.

Please circle your answer to each question twice: once in the main body of the *Opinionnaire*® survey and once again in the ANSWER COLUMN on the right side of each page. After you're done, please separate the ANSWER COLUMN from the *Opinionnaire*® survey by carefully folding and then separating it along the vertical perforation line. If you need help with this, please ask your host. Your host will return all of the ANSWER COLUMNS to us for tabulation.

After separating the ANSWER COLUMN and giving it to your host, you are welcome to take the *Opinionnaire*® survey home with you. If you save it, you will be able to compare your answers with the answers given by other *Citizen Councilors* when all of the *Opinionnaires*® surveys from all of the small groups have been tabulated and posted on the Internet.

Thanks again for sharing your opinions as an official *Citizen Councilor*!

The Countywide Community Forums team



DEMOGRAPHIC QUESTIONS

(D-1) Over your lifetime, how long have you **lived or worked in King County?**

- | | |
|---------------------|---------------------|
| 1. Less than 1 year | |
| 2. 1-5 years | 3. 6-10 years |
| 4. 11-19 years | 5. 20 years or more |

(1) 1 2 3 4 5

(D-2) What is your **Gender?**

- | | |
|---------|-----------|
| 1. Male | 2. Female |
|---------|-----------|

(2) 1 2

(D-3) What is your **Age Range?**

- | | | |
|----------------|----------------------|----------------|
| 1. 10-19 years | 2. 20-29 years | 3. 30-39 years |
| 4. 40-49 years | 5. 50-59 years | 6. 60-69 years |
| 7. 70-79 years | 8. 80 years or older | |

(3) 1 2 3 4 5
6 7 8

(D-4) What is your primary **Racial or Ethnic Heritage?**

1. American Indian or Alaska Native (non-Hispanic)
2. Asian (non-Hispanic)
3. Black or African American (non-Hispanic)
4. Hispanic or Latino/Latina
5. Native Hawaiian or other Pacific Islander (non-Hispanic)
6. White or Caucasian (non-Hispanic)
7. Blended Racial Heritage
8. Other (please specify in the ANSWER COLUMN)

(4) 1 2 3 4 5
6 7 8

(D-5) What is your primary **Employment Status?**

1. Self-Employed or Business Owner
2. Work for any For-Profit Business
3. Work for any Non-Profit Organization
4. Work for any City Government
5. Work for any County Government
6. Work for WA State, Federal or Tribal Government
7. Work for any Educational Institution
8. Student
9. Unemployed and seeking work
10. Homemaker, Volunteer, Retired, Disabled, or otherwise not employed

(5) 1 2 3 4 5
6 7 8 9 10





Public Trust: Customer Service and Public Engagement

(D-6) What is the highest level of **Education** you have completed?

1. Grades 1-8
2. Some High School
3. High School Graduate (including GED)
4. Some College or Technical School
5. Technical School Graduate or Two-year College Graduate
6. Four-year College Graduate
7. Some Post-Graduate Education
8. Post Graduate Degree (Masters, Ph.D., M.D., J.D., etc.)

(D-7) What is your primary **Household Family** Description?

1. Single Parent with children
2. Dual Parent with children
3. Extended Family sharing one home
4. Single-person household
5. Living with a Roommate or Roommates
6. Living with a Spouse or Companion
7. Homeless with or without children or other family
8. Other (please specify in the ANSWER COLUMN).

(D-8) If you live in King County, **who is your King County Councilmember?** (Your host has a map showing the nine council districts for your reference. It's also on your voter registration card.)

1. Bob Ferguson (district #1)
2. Larry Gossett (district #2)
3. Kathy Lambert (district #3)
4. Larry Phillips (district #4)
5. Julia Patterson (district #5)
6. Jane Hague (district #6)
7. Pete von Reichbauer (district #7)
8. Jan Drago (district #8)
9. Reagan Dunn (district #9)
10. I work in King County but live elsewhere

(D-9) Have you ever testified at a King County public hearing or Town Hall meeting?

1. Yes
2. No

Answer Column

(6) 1 2 3 4 5
6 7 8

(7) 1 2 3 4 5
6 7 8

(8) 1 2 3 4 5
6 7 8 9 10

(9) 1 2





Public Trust: Customer Service and Public Engagement

(D-10) Did you participate in any of the previous Rounds 1-4 of the Countywide Community Forums? Round 1 was on the topic of Transportation in June/July 2008; Round 2 was on the King County Budget in February/March 2009; Round 3 was on Strategic Planning in June/July 2009; Round 4 was on Public Safety in September/October 2009.

1. Yes. All four previous rounds
2. Yes. Three of the previous four rounds
3. Yes. Two of the previous four rounds
4. Yes. One of the previous four rounds
5. No. I only recently found out about the forums.
6. No. I knew about the forums before, but was not interested in the previous topics.
7. No. I wanted to attend before, but was not able to.

(D-11) Overall, what level of satisfaction do you have with King County institutions as a whole?

1. Extremely Satisfied
2. Mostly Satisfied
3. Satisfied
4. Neutral
5. Unsatisfied
6. Mostly Unsatisfied
7. Extremely Unsatisfied

Answer Column

(10) 1 2 3 4 5
6 7

(11) 1 2 3 4 5
6 7



Public Trust: Customer Service and Public Engagement

(D-12 & 13): Please indicate the community you live in. If you live in an Unincorporated Area Community (UAC) of King County, please indicate as appropriate (if you live outside of King County, but work inside the county, please indicate 99).

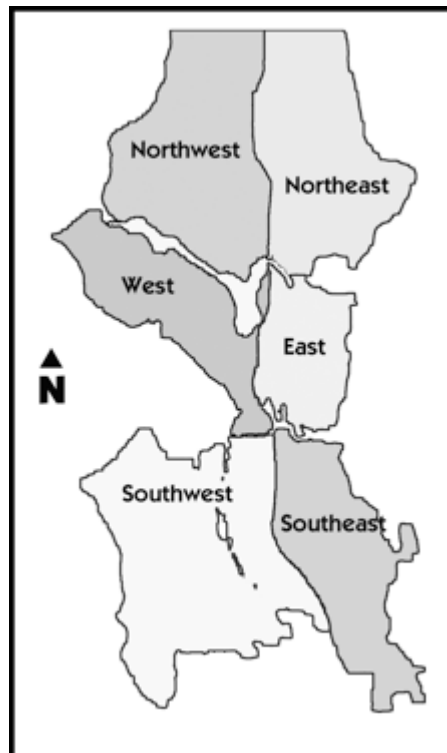
Other Unincorporated King County ...	(00)	Kenmore	(23)
• Four Creeks UAC	(01)	Kent	(24)
• Greater Maple Valley UAC	(02)	Kirkland	(25)
• North Highline UAC	(03)	Lake Forest Park	(26)
• Upper Bear Creek UAC	(04)	Maple Valley	(27)
• Vashon-Maury Island UAC	(05)	Medina	(28)
• West Hill UAC	(06)	Mercer Island	(29)
Algona	(07)	Milton	(30)
Auburn	(08)	Newcastle	(31)
Beaux Arts Village.....	(09)	Normandy Park	(32)
Bellevue	(10)	North Bend	(33)
Black Diamond	(11)	Pacific	(34)
Bothell	(12)	Redmond	(35)
Burien	(13)	Renton	(36)
Carnation	(14)	Sammamish	(37)
Clyde Hill	(15)	SeaTac	(38)
Covington	(16)	Seattle	(see below)
Des Moines	(17)	Shoreline	(39)
Duvall	(18)	Skykomish	(40)
Enumclaw	(19)	Snoqualmie	(41)
Federal Way	(20)	Tukwila	(42)
Hunts Point	(21)	Woodinville	(43)
Issaquah	(22)	Yarrow Point	(44)
		Live Outside King County.....	(99)

Answer Column

(12 & 13)

Seattle Metropolitan Area

- Northwest..... (45)
- Northeast
- Southwest
- Southeast..... (48)
- West..... (49)
- East..... (50)



Public Trust: Customer Service and Public Engagement

Answer Column

During your most recent contact/experience, which department(s)/division(s) did you contact?

		In Person	Via Telephone	Via Web site
1. Unsure of Department Name	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Adult & Juvenile Detention	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2a. Community Corrections Division	2a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2b. Division Facility Commanders Office.....	2b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2c. Juvenile Division.....	2c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Assessor's Office	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3a. Residential Appraisal	3a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3b. Commercial/Business	3b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3c. Accounting	3c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Community & Human Services	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4a. Developmental Disabilities Division	4a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4b. Community Services Division	4b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4c. Mental Health, Chemical Abuse, and Dependency Services Division	4c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4d. Office of the Public Defender	4d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. County Council's Offices	5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Development and Environmental Services	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6a. Administrative Services Division.....	6a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6b. Building Services Division (including Permitting and Code Enforcement).....	6b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6c. Land Use Services Division.....	6c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. District Court	7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Elections	8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Executive Services	9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9a. Facilities Management Division.....	9a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9b. Finance & Business Operations Division	9b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9c. Human Resources Division	9c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9d. Office of Civil Rights.....	9d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9e. Office of Emergency Management	9e	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9f. Records and Licensing Services Division	9f	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9g. Office of Risk Management	9g	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Executive's Office	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Hearing Examiner	11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Public Trust: Customer Service and Public Engagement

Answer Column

		In Person	Via Telephone	Via Web site
12. Natural Resources & Parks	12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12a. Parks & Recreation Division	12a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12b. Solid Waste Division	12b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12c. Wastewater Treatment Division.....	12c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12d. Water and Land Resources Division.....	12d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12e. Geographic Information Systems (GIS)	12e	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Ombudsman	13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Public Health	14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14a. Community Health Services Division.....	14a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14b. Correctional Health & Rehabilitation Services.....	14b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14c. Emergency Medical Services (EMS).....	14c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14d. Environmental Health Services Division.....	14d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14f. Finance and Administrative Services Division.....	14f	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14g. Prevention Services	14g	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Prosecuting Attorney.....	15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15a. Criminal Division	15a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15b. Civil Division.....	15b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15c. Family Support Division	15c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15d. Fraud Division	15d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Transportation	16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16a. Airport Division.....	16a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16b. Road Services Division.....	16b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16c. Transit	16c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16d. Fleet Administration Division	16d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Sheriff's Office	17	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17a. Criminal Investigation.....	17a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17b. Field Operations	17b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17c. Technical Services	17c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17d. Automated Fingerprint Identification System (AFIS)	17d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Superior Court	18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18a. Clerk of the Court	18a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18b. Criminal/Civil Court Operations	18b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18c. Family Court Operations.....	18c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18d. Juvenile Court Services.....	18d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Other (please specify in the ANSWER COLUMN)	19			

TOPIC QUESTIONS

For each of these topic questions, please indicate your **ONE BEST CHOICE** in the ANSWER COLUMN on the right side of this page.

Choose **ABSTAIN** if you don't feel you have enough information at this time to select one of the other choices.

Choose **OBJECT** if you feel the question is poorly written or misleading.

If you choose "**other**" please "write in" your particular answer in the ANSWER COLUMN.

Introduction

King County is working to provide more accessible, transparent and accountable services to our residents. Your opinions are valuable and important to our efforts, and will help us shape our customer service efforts and actions.

Customer Experience

King County provides a wide array of services, regulatory functions and information related to our many roles as a local and regional service provider, such as:

- Delivered and/or funded services - public health and human services, transit, recreation (through parks), law, justice and public safety, roads, wastewater treatment, EMS
- Regulatory functions – restaurant worker permits, car tabs, marriage licenses, building permits, tax collection
- Informational functions – environmental awareness, health education, transparency and accountability of government, Metro transit trip planner

Residents, businesses and jurisdictions interact with the county by many means including in-person visits, phone calls, emails and through our Web site. King County wants to better understand your experience interacting with us in these various ways.



Public Trust: Customer Service and Public Engagement

[NOTE: Questions 1-6 are "value scale" questions. Please choose "1" for "Well Informed," **choose "3" for "Neutral,"** choose "5" for "Very Uninformed," and choose 2 or 4 for something in between.]

"How well informed do you feel about:"

- (T-1) *The role of King County as a regional provider of services?*
Well Informed: 1 2 3 4 5 :Very Uninformed Abstain Object
- (T-2) *The role of King County as the local government for rural and urban unincorporated areas?*
Well Informed: 1 2 3 4 5 :Very Uninformed Abstain Object
- (T-3) *The role of King County elected officials (council, executive, sheriff, prosecutor, District and Superior Court judges, and elections director)?*
Well Informed: 1 2 3 4 5 :Very Uninformed Abstain Object
- (T-4) *Your ability to obtain information from King County?*
Well Informed: 1 2 3 4 5 :Very Uninformed Abstain Object
- (T-5) *Your ability to obtain services from King County?*
Well Informed: 1 2 3 4 5 :Very Uninformed Abstain Object
- (T-6) *Your ability to contribute a meaningful opinion to King County?*
Well Informed: 1 2 3 4 5 :Very Uninformed Abstain Object

[NOTE: Questions 7-13 are "value scale" questions. Please choose "1" for "Very Important," **choose "3" for "Neutral,"** choose "5" for "Very Unimportant," and choose 2 or 4 for something in between.]

"How important are the following customer service characteristics to you?"

- (T-7) *Timeliness*
Very Important: 1 2 3 4 5 :Very Unimportant Abstain Object
- (T-8) *Knowledge*
Very Important: 1 2 3 4 5 :Very Unimportant Abstain Object
- (T-9) *Courtesy*
Very Important: 1 2 3 4 5 :Very Unimportant Abstain Object

Answer Column

- (1) 1 2 3 4 5
Abstain Object
- (2) 1 2 3 4 5
Abstain Object
- (3) 1 2 3 4 5
Abstain Object
- (4) 1 2 3 4 5
Abstain Object
- (5) 1 2 3 4 5
Abstain Object
- (6) 1 2 3 4 5
Abstain Object



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(T-10) *Fairness*

Very Important: 1 2 3 4 5 :Very Unimportant Abstain Object

(T-11) *Being results-oriented*

Very Important: 1 2 3 4 5 :Very Unimportant Abstain Object

(T-12) *Having ease of access*

Very Important: 1 2 3 4 5 :Very Unimportant Abstain Object

(T-13) *Some other characteristic*

(please specify in the ANSWER COLUMN)

Very Important: 1 2 3 4 5 :Very Unimportant Abstain Object

(T-14) Have you recently attempted to contact King County in person, via telephone, or through the KingCounty.gov Web site for information or to receive a service?

1. Yes, within the last month
2. Yes, within the last 6 months
3. Yes, within the last year
4. Yes, longer than a year ago
5. No, never

Abstain Object

While considering any King County information or service contacts you may have had recently, please rate your level of agreement with the following statements regarding your experience. [**Important:** If you have not had any information or service contacts recently with the county in the following areas, then please circle **Abstain.**]

[NOTE: Questions 15-43 are "value scale" questions. Please choose "1" for "Strongly Agree," **choose "3" for "Neutral,"** choose "5" for "Strongly Disagree," and choose 2 or 4 for something in between.]

Statements regarding your **In-Person Experiences for Assistance:**

(T-15) *"I easily found the department or division I was looking for."*

Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(T-16) *"I had to wait in a line or reception area for more than ten minutes before I received service."*

Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

Answer Column

(10) 1 2 3 4 5
Abstain Object

(11) 1 2 3 4 5
Abstain Object

(12) 1 2 3 4 5
Abstain Object

(13) 1 2 3 4 5
Abstain Object

(14) 1 2 3 4 5
Abstain Object

(15) 1 2 3 4 5
Abstain Object

(16) 1 2 3 4 5
Abstain Object



Public Trust: Customer Service and Public Engagement

- (T-17) *"The employee who helped me was very courteous."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-18) *"The employee who helped me was knowledgeable about my issues (or sought assistance from another employee who was more knowledgeable)."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-19) *"The employee was able to provide the answers, assistance and/or form I needed."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-20) *"I spent a reasonable amount of time obtaining assistance."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object

Statements regarding your

In-Person Experiences with Self Help (using a Resource Kiosk):

- (T-21) *"I easily found the department or division I was looking for."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-22) *"I found clear self-help instructions and forms."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-23) *"I was able to follow the instructions, address my needs, and satisfactorily complete my transaction."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-24) *"I was able to easily locate a document/forms resource kiosk."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object

Statements regarding your **KingCounty.gov (Web) Experiences:**

- (T-25) *"I found the information or service within 4 clicks of my mouse."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-26) *"I found all of the instructions, forms, and resources necessary to complete my transaction via KingCounty.gov."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object
- (T-27) *"The information or forms, for which I was looking, was responsive to my needs."*
Strongly Agree: 1 2 3 4 5 : Strongly Disagree Abstain Object

Answer Column

(17) 1 2 3 4 5
Abstain Object

(18) 1 2 3 4 5
Abstain Object

(19) 1 2 3 4 5
Abstain Object

(20) 1 2 3 4 5
Abstain Object

(21) 1 2 3 4 5
Abstain Object

(22) 1 2 3 4 5
Abstain Object

(23) 1 2 3 4 5
Abstain Object

(24) 1 2 3 4 5
Abstain Object

(25) 1 2 3 4 5
Abstain Object

(26) 1 2 3 4 5
Abstain Object

(27) 1 2 3 4 5
Abstain Object





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- (T-28)** *"I found the text and information on the Web site clear, understandable and comprehensive."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

Statements regarding your **Telephone Experiences**:

- (T-29)** *"I easily found the department / division contact phone number that I needed."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

- (T-30)** *"A person answered the phone with a positive greeting."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

- (T-31)** *"The person who answered the phone was knowledgeable about my issue (or connected me with another employee who was knowledgeable)."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

- (T-32)** *"I left a message, and received a returned phone call within one business day."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

Statements regarding your most recent **King County Experience**:

- (T-33)** *"My King County contact experience was satisfactory."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

- (T-34)** *"I was able to accomplish my goal/objective in a reasonable amount of time during my King County contact."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

- (T-35)** *"I felt treated with respect throughout my experience."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

- (T-36)** Do you have additional comments about a recent King County experience? (please specify in the ANSWER COLUMN)
1. Yes 2. No Abstain Object

Answer Column

- (28)** 1 2 3 4 5
Abstain Object

- (29)** 1 2 3 4 5
Abstain Object

- (30)** 1 2 3 4 5
Abstain Object

- (31)** 1 2 3 4 5
Abstain Object

- (32)** 1 2 3 4 5
Abstain Object

- (33)** 1 2 3 4 5
Abstain Object

- (34)** 1 2 3 4 5
Abstain Object

- (35)** 1 2 3 4 5
Abstain Object

- (36)** 1 2
Abstain Object



Public Engagement

King County is committed to robust public engagement that informs, involves, and empowers people and communities. We need your feedback to continue improving our strategies to better accomplish this goal.

Please rate your level of agreement with the following statements regarding Public Engagement.

(T-37) *"I have opportunities to participate in King County government decision-making."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(37) 1 2 3 4 5
Abstain Object

(T-38) *"King County is willing to listen and be influenced when residents participate."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(38) 1 2 3 4 5
Abstain Object

(T-39) *"King County ensures that the design, organization, and convening of its engagement processes serve the needs of the participants."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(39) 1 2 3 4 5
Abstain Object

(T-40) *"King County incorporates diverse people, voices, ideas, and information for quality outcomes and democratic legitimacy."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(40) 1 2 3 4 5
Abstain Object

(T-41) *"King County supports and encourages participants, government and community institutions, and others to work together to advance the common good."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(41) 1 2 3 4 5
Abstain Object

(T-42) *"King County is clear and open about its engagement processes, and provides a public record of the organizers, sponsors, outcomes, and range of views and ideas expressed."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(42) 1 2 3 4 5
Abstain Object

(T-43) *"King County promotes a culture of participation with programs and institutions that support ongoing quality public engagement."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(43) 1 2 3 4 5
Abstain Object

"In general, how effective do you think the following strategies are for a government to use to engage the public?"

(T-44) *Web site Comments*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object

(44) 1 2 3 4 5
Abstain Object

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Countywide Community Forums

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Answer Column

- (T-45)** *Email lists*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-46)** *Hearings, meetings, workshops in a county facility*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-47)** *Hearings, meetings, workshops in your community*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-48)** *Telephone meetings*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-49)** *Web-based Seminars (Webinars)*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-50)** *Social Media* (such as blog, Twitter, Facebook, etc.)
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-51)** *Interactive cable television*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-52)** *These Countywide Community Forums*
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-53)** *Some other technique* (please specify in the ANSWER COLUMN)
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object

Different methods of public engagement may be more or less effective for issues of regional or local significance. For the following methods, please indicate how effective you believe each would be for public engagement in regional issues for all King County residents (such as transit, elections, public health, or budget) or local/unincorporated area issues for county residents who live in these different settings (such as policing, road maintenance, or permitting):

- (T-54)** Web site comments for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-55)** Web site comments for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-56)** Email lists for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-57)** Email lists for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object

- (45)** 1 2 3 4 5
Abstain Object
- (46)** 1 2 3 4 5
Abstain Object
- (47)** 1 2 3 4 5
Abstain Object
- (48)** 1 2 3 4 5
Abstain Object
- (49)** 1 2 3 4 5
Abstain Object
- (50)** 1 2 3 4 5
Abstain Object
- (51)** 1 2 3 4 5
Abstain Object
- (52)** 1 2 3 4 5
Abstain Object
- (53)** 1 2 3 4 5
Abstain Object
- _____
- _____
- _____
- _____
- _____

- (54)** 1 2 3 4 5
Abstain Object
- (55)** 1 2 3 4 5
Abstain Object
- (56)** 1 2 3 4 5
Abstain Object
- (57)** 1 2 3 4 5
Abstain Object





Public Trust: Customer Service and Public Engagement

Answer Column

- (T-58) US mail or newsletters for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-59) US mail or newsletters for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-60) In-person Town Hall meetings for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-61) In-person Town Hall meetings for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-62) Telephone Town Hall meetings for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-63) Telephone Town Hall meetings for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-64) Automated telephone calls for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-65) Automated telephone calls for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-66) Infomercials or commercials for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-67) Infomercials or commercials for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-68) Web-based seminars (Webinars) for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-69) Web-based seminars (Webinars) for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-70) Public hearings, meetings, or workshops in a county facility
for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-71) Public hearings, meetings, or workshops in a county facility
for **local issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-72) Public hearings, meetings, or workshops in your community
for **regional issues**
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object

- (58) 1 2 3 4 5
Abstain Object
- (59) 1 2 3 4 5
Abstain Object
- (60) 1 2 3 4 5
Abstain Object
- (61) 1 2 3 4 5
Abstain Object
- (62) 1 2 3 4 5
Abstain Object
- (63) 1 2 3 4 5
Abstain Object
- (64) 1 2 3 4 5
Abstain Object
- (65) 1 2 3 4 5
Abstain Object
- (66) 1 2 3 4 5
Abstain Object
- (67) 1 2 3 4 5
Abstain Object
- (68) 1 2 3 4 5
Abstain Object
- (69) 1 2 3 4 5
Abstain Object
- (70) 1 2 3 4 5
Abstain Object
- (71) 1 2 3 4 5
Abstain Object
- (72) 1 2 3 4 5
Abstain Object





Public Trust: Customer Service and Public Engagement

- (T-73) Public hearings, meetings, or workshops in your community for local issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-74) Social Media outreach (blog, Twitter, Facebook) for regional issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-75) Social Media outreach (blog, Twitter, Facebook) for local issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-76) Statistically valid phone surveys for regional issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-77) Statistically valid phone surveys for local issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-78) Focus groups for regional issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-79) Focus groups for local issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-80) Countywide Community Forums for regional issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-81) Countywide Community Forums for local issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-82) Unincorporated Area Council (UAC) meetings for regional issues
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-83) Unincorporated Area Council (UAC) meetings for local issues (of unincorporated area residents only).
Very Effective: 1 2 3 4 5 :Very Ineffective Abstain Object
- (T-84) Do you know of different methods of public engagement that King County should consider using at regional or local levels? (please specify in the ANSWER COLUMN)
1. Yes 2. No Abstain Object

Answer Column

- (73) 1 2 3 4 5
Abstain Object
- (74) 1 2 3 4 5
Abstain Object
- (75) 1 2 3 4 5
Abstain Object
- (76) 1 2 3 4 5
Abstain Object
- (77) 1 2 3 4 5
Abstain Object
- (78) 1 2 3 4 5
Abstain Object
- (79) 1 2 3 4 5
Abstain Object
- (80) 1 2 3 4 5
Abstain Object
- (81) 1 2 3 4 5
Abstain Object
- (82) 1 2 3 4 5
Abstain Object
- (83) 1 2 3 4 5
Abstain Object
- (84) 1 2 3 4 5
Abstain Object





Public Trust: Customer Service and Public Engagement

Please provide your answer to the following questions and statements drawn from the topic video and Citizen Councilor feedback.

(T-85) Executive Constantine stated that the county is developing a set of performance measures to track its customer service and public engagement record. How likely would you be to review these measures if they were publically reported?
(please suggest performance measures that matter to you)
Very Likely: 1 2 3 4 5 :Very Unlikely Abstain Object

(T-86) Council Chair Ferguson stated that, *"I think people are really hungry for public engagement.... I do think that people are hungry for that connection with their local government."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(T-87) Rita Brogan stated, *"I believe our civic infrastructure is not healthy"* and suggested that the responsibility for a healthy civic infrastructure also lies with members of the public who have a responsibility to keep themselves engaged and informed. Along a spectrum of having responsibility lie only with government or only with citizens where do you believe the responsibility for a healthy civic infrastructure best lies?
Only w/ Govt: 1 2 3 4 5 :Only w/ Citizens Abstain Object

(T-88) A Citizen Councilor stated, *"While face-to-face meetings will always occur, achieving a state of 'robust public engagement' in King County can only be realized using a strategy that is completely online."* Along a spectrum of only online or only face-to-face (F2F) where do you believe a robust public engagement can best occur?
Only Online: 1 2 3 4 5 :Only F2F Abstain Object

(T-89) A Citizen Councilor stated, *"To better anticipate the impact of county laws and measures on businesses and private institutions, the county needs to develop a 'public impact statement' similar to the intent of an environmental impact statement."*
Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

Answer Column

(85) 1 2 3 4 5
Abstain Object

(86) 1 2 3 4 5
Abstain Object

(87) 1 2 3 4 5
Abstain Object

(88) 1 2 3 4 5
Abstain Object

(89) 1 2 3 4 5
Abstain Object



PROCESS QUESTIONS

Please help choose future topics for the *Countywide Community Forums*, and help evaluate and improve the process you have just experienced, by answering the following process questions.

(P-1) What topic would you like to discuss in future *Countywide Community Forums*?

1. Emergency Preparedness in King County
2. Homelessness in King County
3. Environmental Protection in King County
4. Public Transit
5. Other (please specify in the ANSWER COLUMN).

Abstain Object

(P-2) How do you rate the information presented in the 20-minute "Public Trust: Customer Service and Public Engagement" video?

1. Excellent
2. Good
3. Fair or average
4. Poor
5. Very poor

Abstain Object

(P-3) In general, do you think the 20-minute "Public Trust: Customer Service and Public Engagement" video **was fair and evenhanded?**

1. Very fair and even handed
2. Somewhat fair and even handed
3. Somewhat biased
4. Very biased

Abstain Object

(P-4) In general, do you think the length of the 20-minute "Public Trust: Customer Service and Public Engagement" video was:

1. About right
2. Long but OK
3. Too long
4. Too short

Abstain Object

Answer Column

(P1) 1 2 3 4 5
Abstain Object

(P2) 1 2 3 4 5
Abstain Object

(P3) 1 2 3 4
Abstain Object

(P4) 1 2 3 4
Abstain Object



Public Trust: Customer Service and Public Engagement

(P-5) In general, do you think that this Opinionnaire® survey on the topic of "Public Trust: Customer Service and Public Engagement" was **fair and evenhanded?**

1. Very fair and unbiased
2. Somewhat fair unbiased
3. Somewhat unfair and biased
4. Very unfair and biased
5. Other (please specify in the ANSWER COLUMN).

Abstain Object

(P-6) How well did the questions in this Opinionnaire® survey address the topic of "Public Trust: Customer Service and Public Engagement"?

1. All major issues were covered
2. Most major issues were covered
3. Most major issues were not covered
4. None of the major issues were covered
5. Other (please specify in the ANSWER COLUMN).

Abstain Object

(P-7) Do you think the length of this Opinionnaire® survey was:

1. About right
2. Long but OK
3. Too long
4. Too short
5. Other (please specify in the ANSWER COLUMN).

Abstain Object

(P-8) How strongly do you agree or disagree with the following statement:

"I feel better informed on the topic of "Public Trust: Customer Service and Public Engagement" as a result of watching the video and reading the background materials."

Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

(P-9) How positively or negatively has your participation in these *Countywide Community Forums* changed your perception about whether King County listens to your opinions?

Very Positively: 1 2 3 4 5 :Very Negatively Abstain Object

(P-10) How strongly do you agree or disagree with the following statement:

"Overall, I believe the Countywide Community Forums are on the right track."

Strongly Agree: 1 2 3 4 5 :Strongly Disagree Abstain Object

Answer Column

(P5) 1 2 3 4 5
Abstain Object

(P6) 1 2 3 4 5
Abstain Object

(P7) 1 2 3 4 5
Abstain Object

(P8) 1 2 3 4 5
Abstain Object

(P9) 1 2 3 4 5
Abstain Object

(P10) 1 2 3 4 5
Abstain Object



